

## **H. Test Results: EDI Documentation Evaluation (O&P-8)**

### **1.0 Description**

The EDI Documentation Evaluation (O&P-8) was an operational review of the documentation developed by BellSouth to provide support to Competitive Local Exchange Carriers (CLECs) carrying out the business processes of ordering through BellSouth's Operational Support Systems (OSS).

This test was a high-level review to determine the degree to which documentation prepared and distributed by BellSouth was subject to acceptable management and business practices, as defined in the evaluation criteria. The evaluation was not a comprehensive review of the content accuracy of all BellSouth OSS-related documentation. Rather, it focused primarily on the ordering business rules. The Georgia Public Service Commission's (GPSC) May 20, 1999 Order authorizing third-party testing did not call for development of an EDI order interface; therefore, documentation pertaining to interface development (e.g., Local Exchange Ordering [LEO] Guide 4) was not formally reviewed.

### **2.0 Methodology**

This section summarizes the test methodology.

#### **2.1 Business Process Description**

Instructions for using the EDI interface are available to CLECs in training classes and in documentation provided by BellSouth. BellSouth provides ordering documentation to define the order business rules, field formats, required fields, Universal Service Order Codes (USOCs), tariffs and error messages associated with the Local Service Request (LSR) form. In addition to the documentation provided during training, BellSouth posts order documentation on its Web site at [www.interconnection.bellsouth.com/guides/guides/html](http://www.interconnection.bellsouth.com/guides/guides/html). Notifications of updates to the documents are provided via Carrier Notifications, which are posted on the BellSouth Web site prior to actual delivery of a revised version of the document. In addition, Carrier Notifications provide CLECs with BellSouth operations information such as system downtime and holiday hours of operation.

See Section V, "Ordering & Provisioning Overview" for a description of the ordering process at BellSouth.

#### **2.2 Scenarios**

The scenarios developed for the EDI Ordering Functional Test (O&P-1) were used to evaluate BellSouth business rules documentation.



### 2.3 Test Targets & Measures

The test targets were the availability, organization, usability, comprehensiveness, and accuracy of the documentation. Sub-processes, functions, and evaluation criteria are summarized in the following tables. The last column “Test Cross Reference” indicates where the particular measures are addressed in Section 3.1 “Results and Analysis.”

**Table V-8.1: Test Target Cross Reference**

Sub-Process	Function	Evaluation Criteria	Test Cross-Reference
EDI Order Documentation	Release Management	Existence and adequacy of the update process Availability of document(s)	O&P-8-1-1 O&P-8-1-2 O&P-8-1-3 O&P-8-1-4 O&P-8-1-5
	Document Structure and Format	Existence of structural elements Completeness of data	O&P-8-2-1 O&P-8-2-2 O&P-8-2-3 O&P-8-2-4 O&P-8-2-5 O&P-8-2-6 O&P-8-2-7 O&P-8-2-8 O&P-8-2-9
	Document Content	Accuracy of document(s) Content of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3
	Document Accuracy	Accuracy of document(s)	O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5
Submit an Order	Create and send order in LSR format	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5

Sub-Process	Function	Evaluation Criteria	Test Cross-Reference
	Receive acknowledgement	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5
	Receive Firm Order Confirmation (FOC)/error/reject notification	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5
	Send Expedited Order Transaction	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5
Submit an Error	Create and send order in LSR format	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5
	Receive acknowledgement	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5

Sub-Process	Function	Evaluation Criteria	Test Cross-Reference
	Receive planned error/reject notification	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5
	Correct errors	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5
	Receive FOC	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5
Supplement an Order	Create and send supplement transactions	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5
	Receive acknowledgement	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5

Sub-Process	Function	Evaluation Criteria	Test Cross-Reference
	Receive FOC/error/reject notification	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5
	Correct errors	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5
	Re-send supplement	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5
	Receive FOC	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5
Pre-Order/Order Integration	Populate integration orders with information returned from designated pre-order response	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5

Sub-Process	Function	Evaluation Criteria	Test Cross-Reference
	Submit integration orders	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5
	Receive acknowledgement	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5
	Receive error/reject notification	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5
	Correct error(s)	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5
	Re-send integration order	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5

Sub-Process	Function	Evaluation Criteria	Test Cross-Reference
	Receive FOC	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5
Receive Completion Notice (CN)	Receive CN transaction	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5
Receive Jeopardy Notification	Receive Jeopardy Notification transaction	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5
Check Service Order Status	Check Service Order Status	Content of document(s) Accuracy of document(s)	O&P-8-3-1 O&P-8-3-2 O&P-8-3-3 O&P-8-4-1 O&P-8-4-2 O&P-8-4-3 O&P-8-4-4 O&P-8-4-5

## 2.4 Data Sources

The data collected for the test are summarized in the table below.

**Table V-8.2: Data Sources for O&P-8**

Document	File Name	Location in Work Papers	Source
Local Exchange Ordering Guide Volume 1 Version 7J	O&P8_LEO Guide Vol. 1 Issue 7J.pdf	O&P-8-A-Disk 5	BLS
Local Exchange Ordering Guide Volume 1 Version 7K	O&P8_LEO Guide Vol. 1 Issue 7K.pdf	O&P-8-B-1	BLS
Local Exchange Ordering Guide Volume 1 Version 7L	No Electronic Copy	O&P-8-A-Disk 25	BLS
Local Exchange Ordering Guide Volume 1 Version 7M	No Electronic Copy	O&P-8-A-Disk 25	BLS
Local Exchange Ordering Guide Volume 1 Version 7N	O&P8_LEO Guide Vol. 1 Issue 7N.pdf	O&P-8-A-Disk 2	BLS
Local Exchange Ordering Guide Volume 1 Version 7O	O&P8_LEO Guide Vol. 1 Issue 7O.pdf	O&P-8-A-Disk 9	BLS
Local Exchange Ordering Guide Volume 1 Version 7P	O&P8_LEO Guide Vol. 1 Issue 7P.pdf	O&P-8-A-Disk 10	BLS
Local Exchange Ordering Guide Volume 1 Version 7Q	O&P8_LEO Guide Vol. 1 Issue 7Q.pdf	O&P-8-A-Disk 15	BLS
Local Exchange Ordering Guide Volume 1 Version 7U	O&P8_LEO Guide Vol. 1 Issue 7U.pdf	O&P-8-A-Disk 24	BLS
Local Exchange Ordering Guide Volume 1 Version 7R	O&P8_LEO IG Volume 1 Issue 7R.pdf	O&P-8-A-Disk 18	BLS
Local Exchange Ordering Guide Volume 1 Version 7S	O&P8_LEO IG (Volume 1) Issue 7S.pdf	O&P-8-A-Disk 21	BLS
Local Exchange Ordering Guide Volume 1 Version 7T	O&P8_LEO IG (Volume 1) Issue 7T.pdf	O&P-8-A-Disk 23	BLS
Local Exchange Ordering Guide Volume 2 Issue 6B	O&P8_LEO Guide Vol. 2 Issue 6B.pdf	O&P-8- C-1	BLS
Local Exchange Ordering Guide Volume 2 Issue 6C	O&P8_LEO Guide Vol. 2 Issue 6C.pdf	O&P-8-A-Disk 16	BLS
Local Exchange Ordering Guide Volume 2 Issue 6D	O&P8_LEO IG Volume2_Issue 6d.pdf	O&P-8-A-Disks 22 & 23	BLS
Local Exchange Ordering Guide Volume 3 Issue 3A	O&P8_LEO Guide Vol. 3 Issue 3A.pdf	O&P-8-A-Disk 3	BLS
Local Exchange Ordering Guide Volume 3 Issue 3b	O&P8_LEO IG Vol 3_Issue 3b.pdf	O&P-8-A-Disk 17	BLS
Local Number Portability Ordering Guide Issue 1A	O&P8_LNP Ordering Guide Issue 1A.pdf	O&P-8-A-Disk 3	BLS



Document	File Name	Location in Work Papers	Source
Local Number Portability Ordering Guide Issue 1B	O&P8_LNP Ordering Guide Issue 1B.pdf	O&P-8-A-Disk 3	BLS
Local Number Portability Ordering Guide Issue 2	O&P8_LNP Ordering Guide Issue 2.pdf	O&P-8-A-Disk 8	BLS
Local Number Portability Reference Guide Issue 2b	O&P8_LNP Reference Guide Issue 2b.pdf	O&P-8-A-Disk 14	BLS
Local Number Portability Reference Guide Issue 2c	O&P8_LNP Reference Guide Issue 2c.pdf	O&P-8-A-Disk 18	BLS
Local Number Portability Reference Guide Issue 2d	O&P8_LNP Reference Guide_Issue 2d.pdf	O&P-8-A-Disk 21	BLS
Facility Based Activation Requirements Issue 1A	O&P8_Facility Based Act Rqmts Issue 1A.pdf	O&P-8-A-Disk 1	BLS
Facility Based Advisory Guide Issue 4.1	O&P8_Facility Based Adv Guide Issue 41.pdf	O&P-8-A-Disk 26	BLS
CLEC Service Order Tracking System User's Guide Issue 2	O&P8_SOTS Issue 2.pdf	O&P-8-A-Disk 6	BLS
CLEC Service Order Tracking System User's Guide Issue 3	O&P8_SOTS Issue 3.pdf	O&P-8-A-Disk 13	BLS
CLEC Service Order Tracking System User's Guide Issue 5	CLEC Service Order Tracking System User's Guide Issue 5.pdf	O&P-8-A-Disk 19 &20	BLS
Pending Service Order Job Aid	O&P8_Pending Service Order Job Aid.pdf	O&P-8-A-Disk 9	BLS
Pending Order Status Job Aid Version 1B	Pending Order Status Job Aid.pdf	O&P-8-A-Disk 15	BLS
Products and Services Interval Guide Issue 2B	Products and Services Interval Guide Issue 2B.pdf	O&P-8-A-Disk 8	BLS
Products and Services Interval Guide Issue 3	BellSouth Products and Services Interval Guide_Issue3.pdf	O&P-8-A-Disk 17	BLS
Local Service Request (LSR) Error Messages (TCIF 7) Version 6.0	O&P8_Local Service Request (LSR) Error Messages (TCIF 7) Version 6.0.pdf	O&P-8-A-Disk 26	BLS
Local Service Request (LSR) Error Messages (TCIF 7) Version 6.1	Local Service Request (LSR) Error Messages (TCIF 7) Version 6.1.pdf	O&P-8-A-Disk 7	BLS
Local Service Request (LSR) Error Messages (TCIF 7) Version 6.4	LSR Error Messages TCIF_7 Release 6.4.pdf	O&P-8-A-Disk 17	BLS
Local Service Request (LSR) Error Messages (TCIF 7) Version 7.2	LSR Error Messages Ver 72 tcif7.pdf	O&P-8-A-Disk 23	BLS

Document	File Name	Location in Work Papers	Source
Work Aid for Ordering Complex Services Issue 3E	BellSouth Work Aid for Ordering Complex Services_Issue 3E.pdf	O&P-8-A-Disk 17	BLS
BellSouth Pre-Order and Ordering Overview Issue 1	BellSouth Pre-Order and Ordering Overview Issue 1.pdf	O&P-8-A-Disk 11	BLS
BellSouth Start-Up Guide Issue 1	BellSouth Start-Up Guide Issue 1.pdf	O&P-8-D-1	BLS
BellSouth Operational Understanding Guide Issue 1	BellSouth Operational Understanding Guide Issue 1.pdf	O&P-8-A-Disk 8	BLS
Carrier Notifications (EDI related)	No Electronic Copy	O&P-8-A-30 to 38	BLS
Evaluation Checklists	O&P8_Documentation Checklist.xls	O&P-8-A-39	KCI
LEO Guide Volumes 1, 2, 3 Interview Report	O&P8_BLS Interview Report LEOs 1 2 3.doc	O&P-8-A-7	KCI
LNP Ordering Guide Interview Report	O&P8_BLS Interview Report LNP Ordering Guide.doc	O&P-8-A-8	KCI
AT&T Interview Report	O&P8_AT&T Interview Report .doc	O&P-8-A-9 & 10	KCI
Mpower Interview Report	O&P8_Mpower Interview Report.doc	O&P-8-A-4	KCI
NextLink Interview Report	No Electronic Copy	O&P-8-A-5	KCI
Documentation Issues Log	No Electronic Copy	O&P-8-A-3	KCI

#### 2.4.1 Data Generation/Volumes

This test relied on input from KCI subject matter experts who reviewed BellSouth ordering documentation in order to conduct the EDI Functional Test (O&P-1), as well as structured reviews of the format of the documentation and interviews with BellSouth and CLEC personnel.

#### 2.5 Evaluation Methods

Operational analysis techniques were used to evaluate BellSouth documentation. Prior to the initiation of the test, evaluation checklists were created to facilitate a structured review of documentation based on standard criteria set forth in the *Master Test Plan*. KCI performed a structured review of BellSouth documentation, visited Web sites where documentation is posted, conducted interviews with BellSouth and CLEC personnel, and verified the accuracy of documentation during functional tests of BellSouth's Electronic Data Interchange (EDI). The documentation review undertaken during the course of

EDI ordering functional testing (O&P-1) allowed for evaluation of the accuracy and usability of the documentation in a functional business environment.

BellSouth revised documents several times during the course of testing. Newly released or revised documents essential to functional testing activity were reviewed expeditiously and in-depth to allow functional testing to continue with minimal interruption.

The test methodology of the documentation evaluation was to review BellSouth documentation for conformance to a pre-defined checklist of expected characteristics. Further, an “incident report” template was created to document occurrences of inconsistencies, errors, or unclear language that were identified during the test. Errors were discussed with BellSouth during the course of the test. Exceptions were filed for documentation errors, inconsistencies, or instances of unclear language that were deemed to have a potentially significant impact on a CLEC’s ability to conduct business operations.

Documentation was examined for quality of structure, existence of acceptable management procedures, and quality of content using pre-defined checklists.

## *2.6 Analysis Methods*

The EDI Documentation Evaluation included a checklist of evaluation criteria developed by KCI during the initial phase of the BellSouth OSS Evaluation. These evaluation criteria provided the framework of norms, standards, and guidelines for the test.

The data collected from documentation reviews and interviews with BellSouth and CLECs were analyzed employing the evaluation criteria referenced above. Data analyzed for this report include test results collected through February 26, 2001.

## **3.0 Results Summary**

This section identifies the evaluation criteria and test results.

### *3.1 Results & Analysis*

The results of this test are presented in the table below. Definitions of evaluation criteria, possible results, and exceptions are provided in Section II.

**Table V-8.3: Evaluation Criteria and Results<sup>1</sup>**

Test Cross-Reference	Evaluation Criteria	Result	Comments
<i>Release Management</i>			
O&P-8-1-1	BLS documentation is readily available via the BellSouth Web site or in hardcopy.	Satisfied	KCI was able to obtain ordering documentation readily on the BLS Web site and/or in hard copy.
O&P-8-1-2	BLS makes updates to documents readily available to the CLECs.	Satisfied	KCI was able to obtain ordering documentation updates via the BLS Web site.  During KCI's initial testing documentation omissions were discovered. The <i>Facility Based Advisory Guide</i> updates had not been posted to the BLS Web site. This document, however, is no longer available and has been replaced by <i>The BellSouth Start-Up Guide</i> , which has been posted on the BLS Web site.
O&P-8-1-3	Training is available for use of documentation.	Satisfied	KCI received training on the use of ordering documentation while attending BLS training courses.
O&P-8-1-4	Responsibilities and procedures for developing, updating, and correcting documentation are clearly defined.	Satisfied	KCI's initial interviews indicated that BLS did not have an internally documented process and procedure for developing, updating, and correcting documentation. In response to this deficiency, KCI issued Exception 53.  To address this issue, BLS created a Quality Documentation Review process. KCI verified through documentation reviews that the procedures for developing, updating, and correcting documentation are clearly defined.  See Exception 53 for additional information on this issue. Exception 53 is now closed.

<sup>1</sup> The analysis presented in Table V-8.3 is based upon an evaluation of the documentation in effect as of November 13, 2000.

Test Cross-Reference	Evaluation Criteria	Result	Comments
O&P-8-1-5	Responsibilities and procedures for distributing documentation are clearly defined.	Satisfied	KCI's interviews indicate that responsibilities and procedures for distribution of ordering documentation are defined and supported through Carrier Notifications on the BLS Web site.
<i>Document Structure and Format</i>			
O&P-8-2-1	Document version is indicated clearly within and throughout each document.	Satisfied	<p>BLS ordering documentation includes clearly indicated versions within and throughout the document.</p> <p>KCI's initial tests revealed that some documentation contained errors or omissions. As an example, <i>The BellSouth Start-Up Guide</i> version number is inconsistent with BLS's Web site documentation listing. BLS corrected this issue by including the correct version number consistently in documentation.</p> <p>See Exception 55 for additional information on this issue. Exception 55 is closed.</p>
O&P-8-2-2	BLS document organization is consistent with its intended use.	Satisfied	BLS ordering documentation facilitates access of critical business rule information and ordering procedures.
O&P-8-2-3	BLS documents contain information that is relevant to its intended audience.	Satisfied	BLS ordering documentation contains information that allows the CLECs to order wholesale products.
O&P-8-2-4	BLS documents contain tables of contents.	Satisfied	<p>BLS ordering documentation contains tables of contents.</p> <p>KCI's initial tests revealed that some documentation contained errors or omissions. BLS subsequently addressed these issues by including the appropriate table of contents information.</p> <p>See Exception 55 for additional information on this issue. Exception 55 is closed.</p>

Test Cross-Reference	Evaluation Criteria	Result	Comments
O&P-8-2-5	BLS documents are logically organized with clear page numbering and section labeling.	Satisfied	BLS ordering documentation is logically organized including clear page numbering and section labeling.  During initial testing, KCI discovered that some documentation contained errors or omissions. BLS subsequently addressed these deficiencies by updating the relevant documentation to include page numbering and section labeling. See Exception 55 for additional information on these issues. Exception 55 is closed.
O&P-8-2-6	BLS Documents contain contact/help desk numbers.	Satisfied	Consistent contact/helpdesk information was contained in BLS ordering documentation analyzed by KCI.  During initial testing, KCI discovered that some documentation contained errors or omissions. BLS subsequently addressed these deficiencies by updating the relevant documentation to include the appropriate contact information. See Exception 55 for additional information on this issue. Exception 55 is closed.
O&P-8-2-7	BLS documents clearly indicate purpose and scope.	Satisfied	BLS ordering documentation clearly indicates its purpose and scope.  KCI discovered during initial testing that some documentation contained errors or omissions. BLS subsequently addressed these deficiencies by updating the relevant documentation to include the appropriate purpose and scope.  See Exception 55 for additional information on this issue. Exception 55 is closed.
O&P-8-2-8	Cross-references are clearly stated directing readers to relevant sources of additional information.	Satisfied	The majority of BLS ordering documentation contains relevant sources of additional information.  During initial testing, KCI discovered that documentation like the <i>LEO Guide Volumes 2 and 3</i> contained errors or

Test Cross-Reference	Evaluation Criteria	Result	Comments
			<p>omissions. BLS subsequently addressed these deficiencies by updating the relevant documentation to include the relevant sources of additional information.</p> <p>See Exception 55 for additional information on this issue. Exception 55 is closed.</p>
O&P-8-2-9	BLS documents clearly instruct users how to notify BLS of document errors and omissions.	Satisfied	<p>Contact information for reporting documentation errors or omissions has been posted on the BLS Web site.</p> <p>KCI's initial testing, revealed that the <i>Products and Services Interval Guide</i> and the <i>LNP Reference Guide</i> omitted instructions on how to notify BLS of document errors or omissions.</p> <p>BLS subsequently posted instructions on how to notify BLS of document errors and omissions on its Web site.</p> <p>See Exception 55 for additional information on this issue. Exception 55 is closed.</p>
<i>Document Content</i>			
O&P-8-3-1	BLS documents provide description of error messages and potential steps for resolution.	Satisfied	The <i>Local Service Request (LSR) Error Messages (TCIF7)</i> document is available to assist in error resolution.
O&P-8-3-2	BLS documents clearly identify inputs/outputs of the specific processes.	Satisfied	<p>BLS ordering documentation contains inputs/outputs of critical ordering related processes such as order submission, confirmation, and completion.</p> <p>During initial testing, KCI discovered that some documentation contained errors or omissions.</p> <p>KCI identified these deficiencies by issuing Exceptions 5 and 75.</p> <p>In response to Exception 5, BLS issued a new version of the <i>LEO Implementation Guide, Volume 1</i> in June 2000. KCI reviewed the new</p>

Test Cross-Reference	Evaluation Criteria	Result	Comments
			<p>documentation release and verified inputs and outputs of the ordering process to be adequately identified. See Exception 5 for additional information on this issue. Exception 5 is closed.</p> <p>In response to Exception 75, BLS released an updated version of the <i>LEO Implementation Guide, Volume 1</i>, which defined output fields and their applicability. See Exception 75 for additional information on this issue. Exception 75 is closed.</p>
O&P-8-3-3	BLS documents include expected results of process and cycle times.	Satisfied	<p>BLS ordering documentation provided expected results of process and cycle times.</p> <p>During initial testing, KCI discovered that some documentation contained errors or omissions. In response to these deficiencies, KCI issued Exception 75. BLS subsequently addressed these deficiencies by updating the relevant documentation to include the relevant sources of additional information.</p> <p>See Exception 75 for additional information on this issue. Exception 75 is closed.</p> <p>Additionally, BLS ordering documentation did not initially state batch processing time intervals. In response to these deficiencies, KCI issued Exception 59. BLS subsequently documented the appropriate methods to successfully process batch files.</p> <p>See Exception 59 for additional information on this issue. Exception 59 is closed.</p> <p>The delivery process for Jeopardy and Missed Appointments was also subsequently defined in addressing KCI's test results. See Exception 72 for</p>



Test Cross-Reference	Evaluation Criteria	Result	Comments
			additional information on this issue. Exception 72 is closed.

Test Cross-Reference	Evaluation Criteria	Result	Comments
<i>Document Accuracy</i>			
O&P-8-4-1	BLS documents correctly define all data fields.	Satisfied	<p>KCI's initial testing revealed that some BLS documents do not correctly define all data fields.</p> <p><i>LEO Guide Volume 1</i> has, therefore, been updated to define data fields for Clarifications, Electronic Errors, Jeopardy, and Missed Appointments.</p> <p>See Exception 75 for additional information on this issue. Exception 75 is closed.</p>
O&P-8-4-2	BLS documents accurately define acceptable formats for all data fields.	Satisfied	<p>Based on documentation analyzed by KCI, BLS ordering documentation defines acceptable formats for data fields.</p> <p>During initial testing, however, KCI discovered that BLS documentation did not accurately define values for the Line Class of Service (LNECLS SVC) data element. KCI subsequently issued Exception 18.</p> <p>In response to Exception 18, BLS specified valid entries for the LNECLS SVC data element. See Exception 18 for additional information on this issue. Exception 18 is closed.</p>
O&P-8-4-3	BLS documents clearly identify required and optional fields.	Satisfied	<p>BLS ordering documentation contains required and optional field definitions.</p> <p>During initial testing, KCI discovered that <i>LEO Guide, Volume 1</i> did not identify two specific fields that cannot be changed when issuing a supplemental order. As a result, KCI issued Exception 5.</p> <p>In response to Exception 5, BLS issued a new version of the <i>LEO Implementation Guide, Volume 1</i>, which adequately identified the two specific fields, in June 2000. See Exception 5 for additional information on this issue. Exception 5 is closed.</p>

Test Cross-Reference	Evaluation Criteria	Result	Comments
			<p>Additionally, <i>LEO Guide, Volume 1</i> did not initially define data element requirements and valid entries for loop service requests, and omitted complete and accurate rules for populating the Local Billing Account Number (LOCBAN) data element. KCI issued Exception 33.</p> <p>KCI reviewed the updated <i>LEO Guide</i> release and verified the LOCBAN data element to be adequately identified. See Exception 33 for additional information on this issue. Exception 33 is closed.</p> <p>While <i>LEO Guide, Volume 1</i> was updated to accurately reflect the data elements returned on responses (e.g., FOC, CN, Jeopardy), the <i>Guide</i> did not adequately define usage. As a result, KCI issued Exception 68.</p> <p>In response to Exception 68, BLS issued a new version of <i>LEO Guide, Volume 1</i> on January 31, 2001, which included additional usage information for responses. See Exception 68 for additional information on this issue. Exception 68 is closed.</p>
O&P-8-4-4	BellSouth documents clearly describe expected system responses/outputs.	Satisfied	<p>BLS ordering documentation states expected system response outputs.</p> <p>During initial testing, KCI discovered that the <i>LEO Guide, Volume 1</i> did not adequately define the functional message delivery process for Jeopardy and Missed Appointments. BLS subsequently addressed the documentation deficiency in its October 16, 2000 (Version 7S) release by adequately defining procedures for delivering Jeopardy and Missed Appointment notifications.</p> <p>See Exception 72 for additional information on this issue. Exception 72 is closed.</p>

Test Cross-Reference	Evaluation Criteria	Result	Comments
O&P-8-4-5	BellSouth document(s) contain methods and procedures to correctly execute processes.	Satisfied	<p>BLS ordering documentation contains methods and procedures to execute essential ordering processes.</p> <p>When first analyzed by KCI, some documentation contained errors or omissions. As an example, <i>LEO Guide, Volume 1</i> failed initially to identify two specific fields that cannot be changed when issuing a supplemental order. As a result, KCI issued Exception 5. To address this issue, BLS updated the <i>LEO Guide</i> to reflect the required process for submitting supplements.</p> <p>See Exception 5 for additional information on this issue. Exception 5 is closed.</p>